

**Amendments to the Claims:**

This listing of claims will replace all prior versions, and listings, of claims in the application:

1. (cancel)
2. (currently amended) The method of communicating according to claim 45 wherein the abnormal condition information is distinct for each of the managed devices, and the abnormal condition information is stored and managed for each of the managed devices at the management device.
3. (previously amended) The method of communicating according to claim 2 wherein the abnormal condition removal call is distinct for each of the abnormal condition types.
4. (currently amended) The method of communicating according to claim 45 wherein the abnormal condition removal call indicates the removal of all of the abnormal conditions at a single one of the managed devices.
5. (canceled)
6. (canceled)
7. (canceled)
8. (canceled)
9. (currently amended) The method of communicating according to claim 45 further comprising additional steps of:
  - storing user information for each of the managed devices at the management device; and
  - determining the first predetermined amount of time t1 based upon the stored user information.

10. (currently amended) The method of communicating according to claim 45 further comprising additional steps of:

storing device information for each of the managed devices at the management device; and

determining the second predetermined amount of time t2 based upon the stored device information.

11. (currently amended) The method of communicating according to claim 45 wherein the abnormal condition information, the abnormal condition removal call and the power activation report are written in a predetermined structured language and sent through firewalls.

12. (cancel)

13. (currently amended) The memory medium for storing computer readable instructions according to claim 46 wherein the abnormal condition information is distinct for each of the managed devices, and the abnormal condition information is stored and managed for each of the managed devices at the management device.

14. (previously amended) The memory medium for storing computer readable instructions according to claim 13 wherein the abnormal condition removal call being distinct for each of the abnormal condition types.

15. (currently amended) The memory medium for storing computer readable instructions according to claim 46 wherein the abnormal condition removal call indicates the removal of all of the abnormal conditions at a single one of the managed devices.

16. (canceled)

17. (canceled)

18. (canceled)

19. (canceled)

20. (currently amended) The memory medium for storing computer readable instructions according to claim 46 further comprising additional tasks of:

storing user information for each of the managed devices at the management device; and

determining the first predetermined amount of time t1 based upon the stored user information.

21. (currently amended) The memory medium for storing computer readable instructions according to claim 46 further comprising additional tasks of:

storing device information for each of the managed devices at the management device; and

determining the second predetermined amount of time t2 based upon the stored device information.

22. (currently amended) The memory medium for storing computer readable instructions according to claim 46 wherein the abnormal condition information, the abnormal condition removal call and the power activation report are written in a predetermined structured language and sent through firewalls.

23. (cancel)

24. (currently amended) The management apparatus according to claim 47 wherein the abnormal condition information is distinct for each of the managed apparatuses, and said abnormal condition information managing unit manages the abnormal condition information for each of the managed apparatuses.

25. (previously amended) The management apparatus according to claim 24 wherein the abnormal condition removal information is distinct for each of the abnormal condition types.

26. (currently amended) The management apparatus according to claim 47 wherein the abnormal condition removal information indicates the removal of all of the abnormal conditions at a single one of the managed apparatuses.

27. (canceled)

28. (canceled)

29. (canceled)

30. (canceled)

31. (currently amended) The management apparatus according to claim 47 further comprising:

a user information storing unit for storing user information for each of the managed apparatuses,.

32. (currently amended) The management apparatus according to claim 47 further comprising:

a device information storing unit for storing device information for each of the managed apparatuses,.

33. (currently amended) The management apparatus according to claim 47 wherein the abnormal condition information and the power activation report are written in a predetermined structured language and sent through firewalls.

34. (currently amended) A remote management system for managing devices over a computer network, comprising:

a plurality of predetermined managed apparatuses, each of the managed apparatuses further comprising:

a first communication unit for communicating with a management apparatus;

a detection unit for detecting an abnormal condition within the managed apparatus;

an abnormal condition reporting unit connected to said first communication unit for reporting abnormal condition information including a corresponding abnormal condition type on the detected abnormal condition; and

a abnormal condition removal reporting unit connected to said first communication unit for reporting abnormal condition removal information if the detected abnormal condition has been removed in the managed apparatus, a corresponding one of the managed apparatus that is transmitting the abnormal condition removal information defining an originating managed apparatus;

the management apparatus comprising:

a second communication unit for communicating with the managed apparatuses for receiving the abnormal condition information and the abnormal condition removal information, said second communication unit receives a power activation report at the management apparatus from the originating managed apparatus after a main power supply of the originating managed apparatus had been temporarily switched off for

subsequent power activation prior to receiving the abnormal condition removal information;

an abnormal condition information management unit connected to said second communication unit for storing and managing the abnormal condition information including the corresponding abnormal condition type that is received from the managed apparatuses;

an abnormal condition removal determination unit connected to said abnormal condition information management unit and said second communication unit for determining whether or not the abnormal condition has been removed from the managed apparatus based upon the abnormal condition removal information and the stored abnormal condition information; and

an abnormal condition notifying unit connected to said abnormal condition removal determination unit for notifying a center operator of the abnormal condition information when 1) either the corresponding abnormal condition removal information or the power activation report has not been received within a first predetermined amount of time  $t_1$  since the reception of the abnormal condition information at the management apparatus, OR 2) the power activation report has been received within the first predetermined amount of time  $t_1$  since the reception of the abnormal condition information at the management apparatus, but the corresponding abnormal condition removal information has not been received from the originating managed apparatus within a second predetermined amount of time  $t_2$  since the reception of the power activation report at the management apparatus, wherein said abnormal condition notifying unit will not notify the center operator of the abnormal condition information if : A) the corresponding abnormal condition removal information has been received within a first predetermined amount of time  $t_1$  since the reception of the abnormal condition information at the management apparatus, OR B) the power activation report has been received within the first predetermined amount of time  $t_1$  since the reception of the abnormal condition information at the management apparatus, and the corresponding abnormal condition removal information has been received from the originating managed

apparatus within the second predetermined amount of time  $t_2$  since the reception of the power activation report at the management apparatus.

35. (previously amended) The remote management system according to claim 34 wherein the abnormal condition information is distinct for each of the managed apparatuses, and said abnormal condition information management unit manages the abnormal condition information for each of the managed apparatuses.

36. (previously amended) The remote management system according to claim 35 wherein the abnormal condition removal information is distinct for each of the abnormal condition types.

37. (original) The remote management system according to claim 34 wherein the abnormal condition removal information indicates the removal of all of the abnormal conditions at a single one of the managed apparatuses.

38. (canceled)

39. (canceled)

40. (canceled)

41. (canceled)

42. (previously amended) The remote management system according to claim 34 wherein said management apparatus further comprises:

a user information storing unit connected to said abnormal condition removal determination unit for storing user information for each of the managed apparatuses, said

abnormal condition removal determination unit determining the first predetermined amount of time t1 based upon the stored user information.

43. (previously amended) The remote management system according to claim 34 wherein said management apparatus further comprises:

a device information storing unit connected to said abnormal condition removal determination unit for storing device information for each of the managed apparatuses, said abnormal condition removal determination unit determining the second predetermined amount of time t2 based upon the stored device information.

44. (previously amended) The remote management system according to claim 34 wherein the abnormal condition information, the abnormal condition removal call and the power activation report are written in a predetermined structured language and sent through firewalls.

45. (new) A method of remotely managing a plurality of predetermined managed apparatuses over a computer network, each of the managed apparatuses reporting to the management apparatus abnormal condition information, abnormal condition removal information if the detected abnormal condition has been removed in the managed apparatus and a power activation report that power has been activated in the managed apparatus, the method comprising the steps of:

receiving at the management apparatus the abnormal condition information including the corresponding abnormal condition type of the managed apparatuses;

receiving at the management apparatus the abnormal condition removal information;

receiving at the management apparatus the power activation report;

storing and or managing the abnormal condition information, the abnormal condition removal information and the power activation report; and



notifying the received abnormal condition information to an operator of the management apparatus if : 1) either the corresponding abnormal condition removal information or the power activation report has not been received within a first predetermined amount of time  $t_1$  since the reception of the abnormal condition information at the management apparatus, OR 2) the power activation report has been received within the first predetermined amount of time  $t_1$  since the reception of the abnormal condition information at the management apparatus, but the corresponding abnormal condition removal information has not been received from the originating managed apparatus within a second predetermined amount of time  $t_2$  since the reception of the power activation report at the management apparatus, wherein the received abnormal condition information will not be notified to the operator of the management apparatus if : A) the corresponding abnormal condition removal information has been received within a first predetermined amount of time  $t_1$  since the reception of the abnormal condition information at the management apparatus, OR B) the power activation report has been received within the first predetermined amount of time  $t_1$  since the reception of the abnormal condition information at the management apparatus, and the corresponding abnormal condition removal information has been received from the originating managed apparatus within the second predetermined amount of time  $t_2$  since the reception of the power activation report at the management apparatus.

46. (new) A memory medium for storing computer readable instructions for performing the tasks of remotely managing a plurality of predetermined managed apparatuses over a computer network, each of the managed apparatuses reporting to the management apparatus abnormal condition information, abnormal condition removal information if the detected abnormal condition has been removed in the managed apparatus and a power activation report that power has been activated in the managed apparatus, the instructions performing the tasks of:

receiving at the management apparatus the abnormal condition information including the corresponding abnormal condition type of the managed apparatuses;

receiving at the management apparatus the abnormal condition removal information;

receiving at the management apparatus the power activation report;

storing and or managing the abnormal condition information, the abnormal condition removal information and the power activation report; and

notifying the received abnormal condition information to an operator of the management apparatus if : 1) either the corresponding abnormal condition removal information or the power activation report has not been received within a first predetermined amount of time  $t_1$  since the reception of the abnormal condition information at the management apparatus, OR 2) the power activation report has been received within the first predetermined amount of time  $t_1$  since the reception of the abnormal condition information at the management apparatus, but the corresponding abnormal condition removal information has not been received from the originating managed apparatus within a second predetermined amount of time  $t_2$  since the reception of the power activation report at the management apparatus, wherein the received abnormal condition information will not be notified to the operator of the management apparatus if : A) the corresponding abnormal condition removal information has been received within a first predetermined amount of time  $t_1$  since the reception of the abnormal condition information at the management apparatus, OR B) the power activation report has been received within the first predetermined amount of time  $t_1$  since the reception of the abnormal condition information at the management apparatus, and the corresponding abnormal condition removal information has been received from the originating managed apparatus within the second predetermined amount of time  $t_2$  since the reception of the power activation report at the management apparatus.

47. (new) A management apparatus for remotely managing a plurality of predetermined managed apparatuses over a computer network, each of the managed apparatuses including: an abnormal condition reporting unit for reporting to the management apparatus abnormal condition information including a corresponding abnormal condition

type on an abnormal condition that is detected in the managed apparatus, an abnormal condition removal reporting unit for reporting to the management apparatus abnormal condition removal information if the detected abnormal condition has been removed in the managed apparatus, and a power activation reporting unit for reporting a power activation report to the management apparatus that power has been activated for the managed apparatus, the management apparatus comprising:

- a communication unit for communicating with the managed apparatuses;

- an abnormal condition information managing unit connected to said communication unit for receiving and managing the abnormal condition information including the corresponding abnormal condition type;

- an abnormal condition removal receiving unit connected to said communication unit for receiving the abnormal condition removal information; and

- a power activation report receiving unit for receiving the power activation report, wherein the received abnormal condition information will be notified to an operator of the management apparatus if : 1) either the corresponding abnormal condition removal information or the power activation report has not been received within a first predetermined amount of time  $t_1$  since the reception of the abnormal condition information at the management apparatus, OR 2) the power activation report has been received within the first predetermined amount of time  $t_1$  since the reception of the abnormal condition information at the management apparatus, but the corresponding abnormal condition removal information has not been received from the originating managed apparatus within a second predetermined amount of time  $t_2$  since the reception of the power activation report at the management apparatus, wherein the received abnormal condition information will not be notified to the operator of the management apparatus if : A) the corresponding abnormal condition removal information has been received within a first predetermined amount of time  $t_1$  since the reception of the abnormal condition information at the management apparatus, OR B) the power activation report has been received within the first predetermined amount of time  $t_1$  since the reception of the abnormal condition information at the management apparatus, and

the corresponding abnormal condition removal information has been received from the originating managed apparatus within the second predetermined amount of time  $t_2$  since the reception of the power activation report at the management apparatus.